Fig. 1

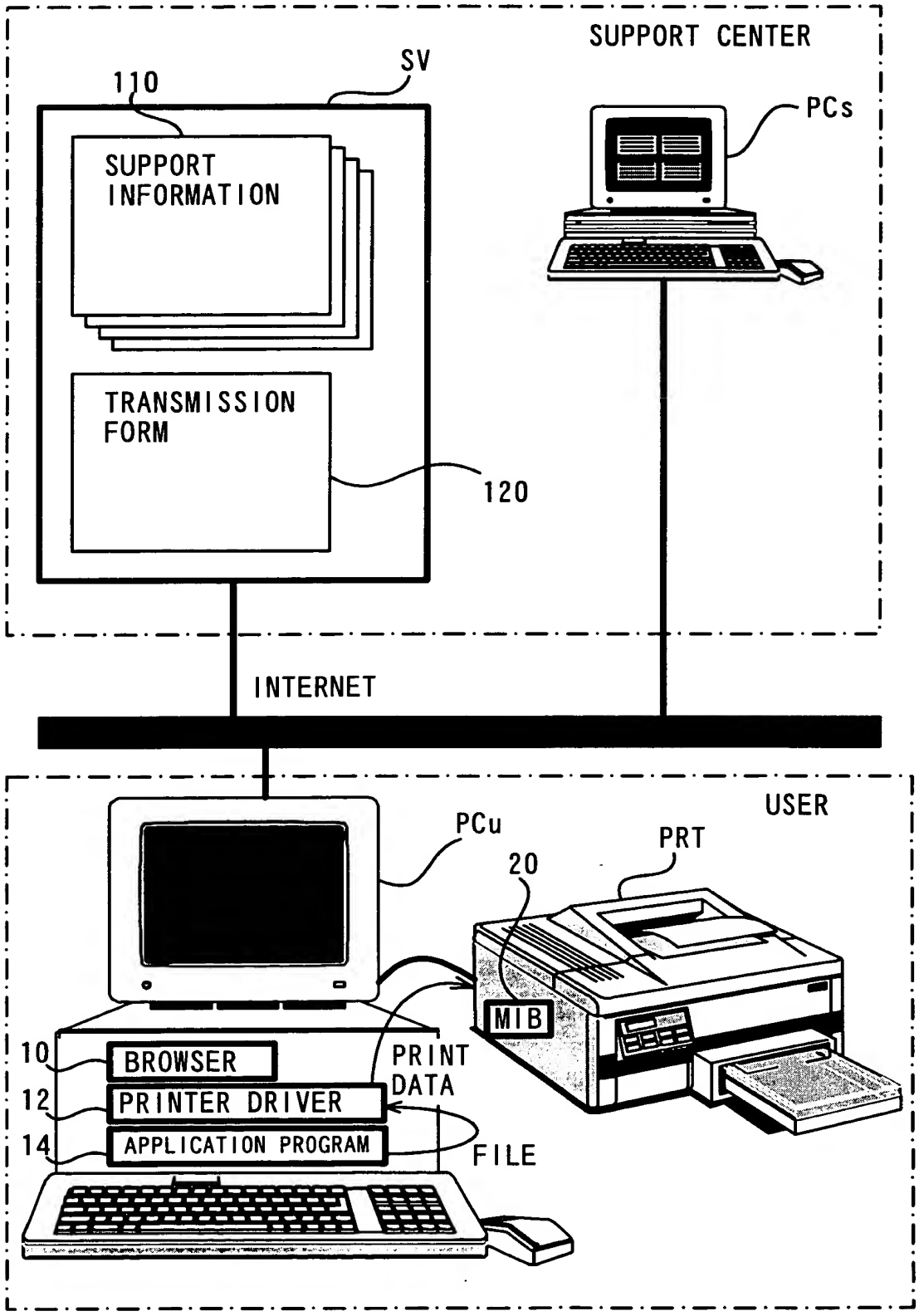

SUPPORT CENTER
SV
110
SUPPORT INFORMATION
TRANSMISSION FORM
120
PCs
INTERNET
USER
PCu
PRT
20
MIB
10
BROWSER
12
PRINTER DRIVER
14
APPLICATION PROGRAM
PRINT DATA
FILE

Fig. 2

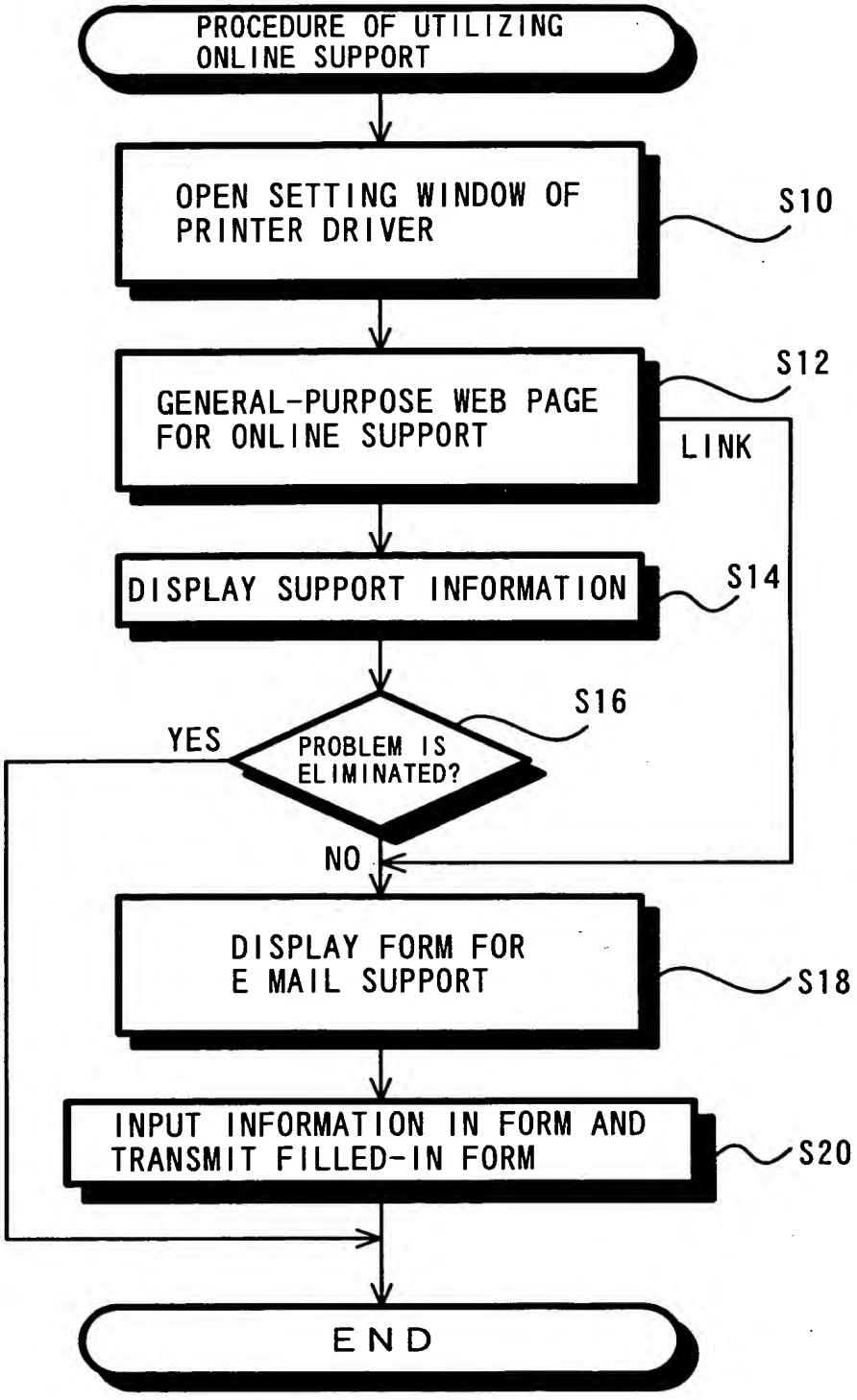

PROCEDURE OF UTILIZING ONLINE SUPPORT
OPEN SETTING WINDOW OF PRINTER DRIVER
S10
GENERAL-PURPOSE WEB PAGE FOR ONLINE SUPPORT
S12
LINK
DISPLAY SUPPORT INFORMATION
S14
PROBLEM IS ELIMINATED?
S16
YES
NO
DISPLAY FORM FOR E MAIL SUPPORT
S18
INPUT INFORMATION IN FORM AND TRANSMIT FILLED-IN FORM
S20
END

Fig. 3

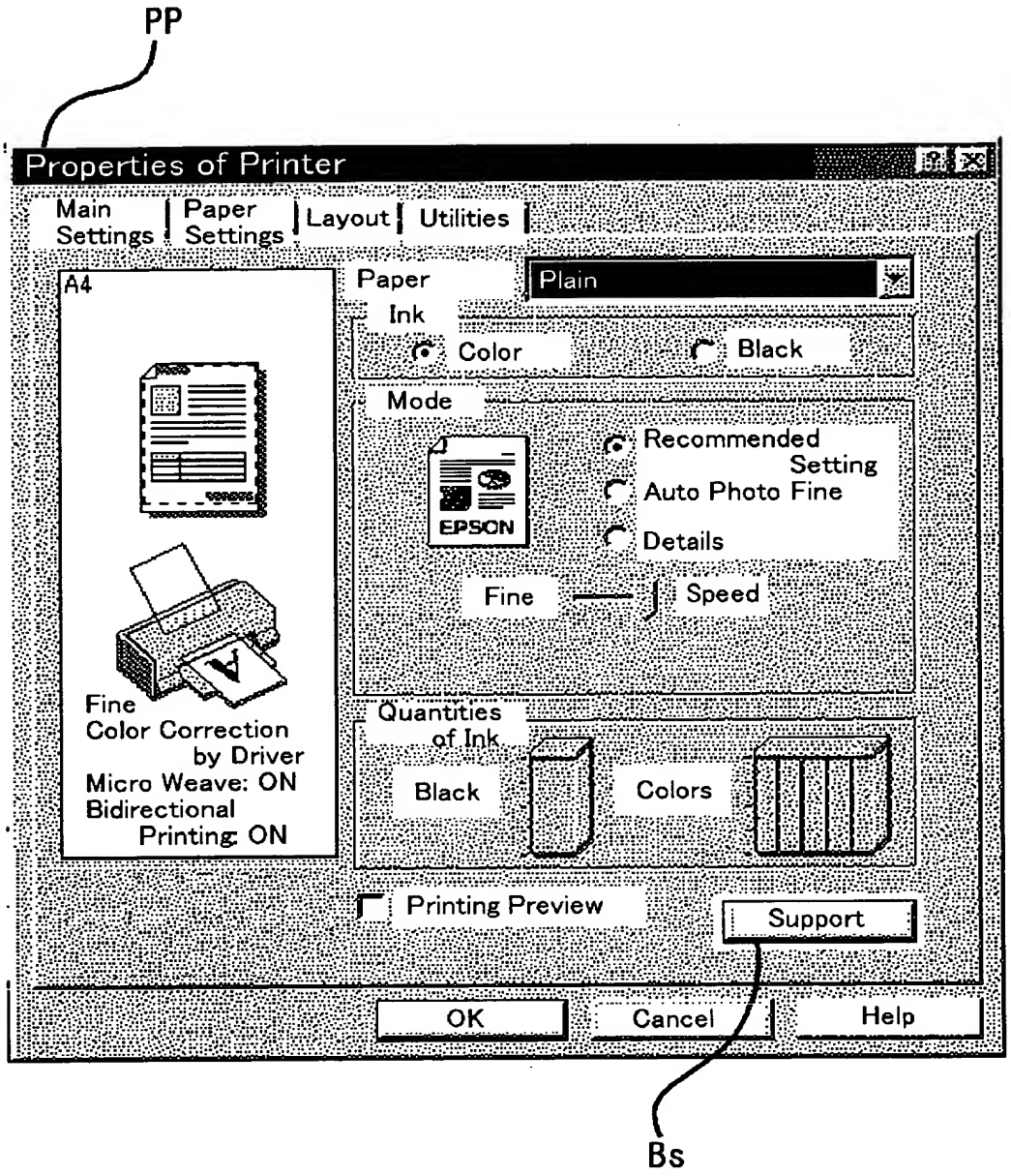

PP
Properties of Printer
Main Settings
Paper Settings
Layout
Utilities
A4
Paper
Plain
Ink
Color
Black
Mode
EPSON
Recommended Setting
Auto Photo Fine
Details
Fine
Speed
Fine
Color Correction by Driver
Micro Weave: ON
Bidirectional Printing: ON
Quantities of Ink
Black
Colors
Printing Preview
Support
OK
Cancel
Help
Bs

Fig. 4

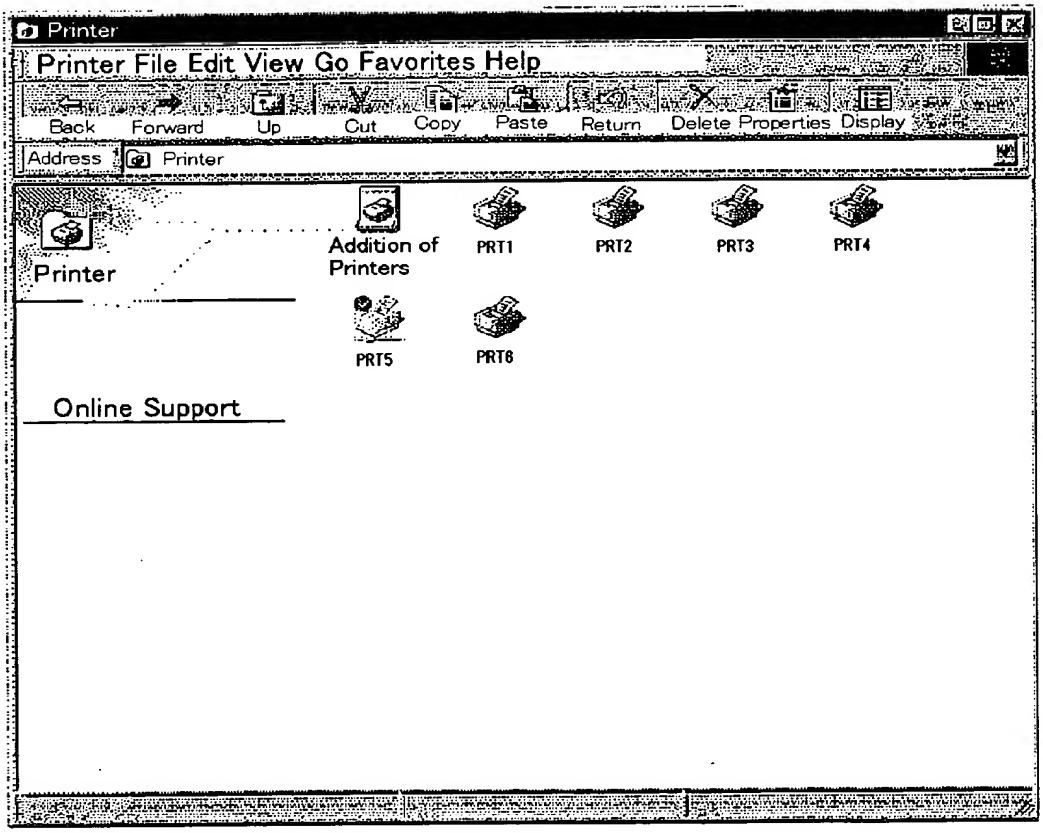

Printer
Printer File Edit View Go Favorites Help
Back
Forward
Up
Cut
Copy
Paste
Return
Delete
Properties
Display
Address
Printer
Printer
Addition of Printers
PRT1
PRT2
PRT3
PRT4
PRT5
PRT6
Online Support

Fig. 5

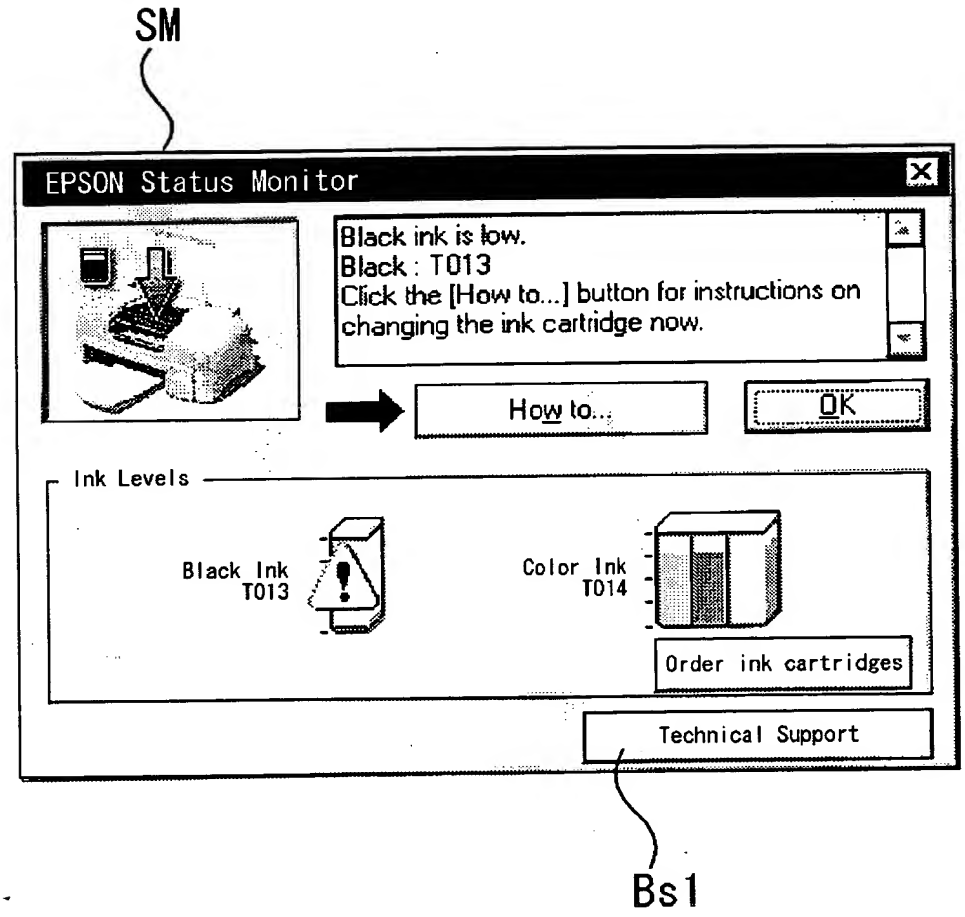
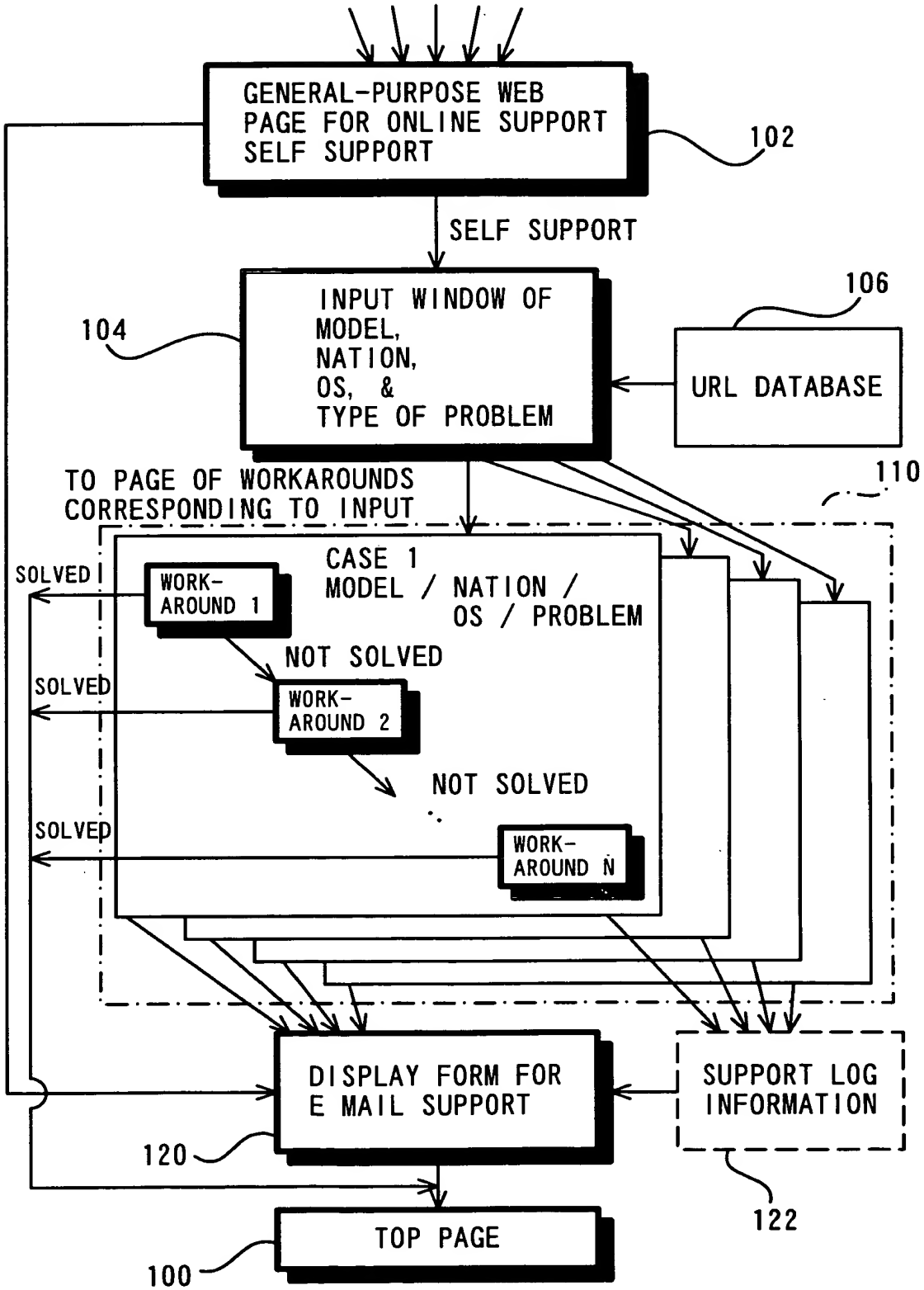

SM
EPSON Status Monitor
Black ink is low.
Black : T013
Click the [How to...] button for instructions on changing the ink cartridge now.
How to...
OK
Ink Levels
Black Ink
T013
Color Ink
T014
Order ink cartridges
Technical Support
Bs1

Fig. 6


GENERAL-PURPOSE WEB PAGE FOR ONLINE SUPPORT SELF SUPPORT
102
SELF SUPPORT
INPUT WINDOW OF MODEL, NATION, OS, & TYPE OF PROBLEM
104
106
URL DATABASE
TO PAGE OF WORKAROUNDS CORRESPONDING TO INPUT
110
CASE 1
MODEL / NATION / OS / PROBLEM
SOLVED
WORK-AROUND 1
NOT SOLVED
SOLVED
WORK-AROUND 2
NOT SOLVED
SOLVED
WORK-AROUND N
DISPLAY FORM FOR E MAIL SUPPORT
120
SUPPORT LOG INFORMATION
122
TOP PAGE
100

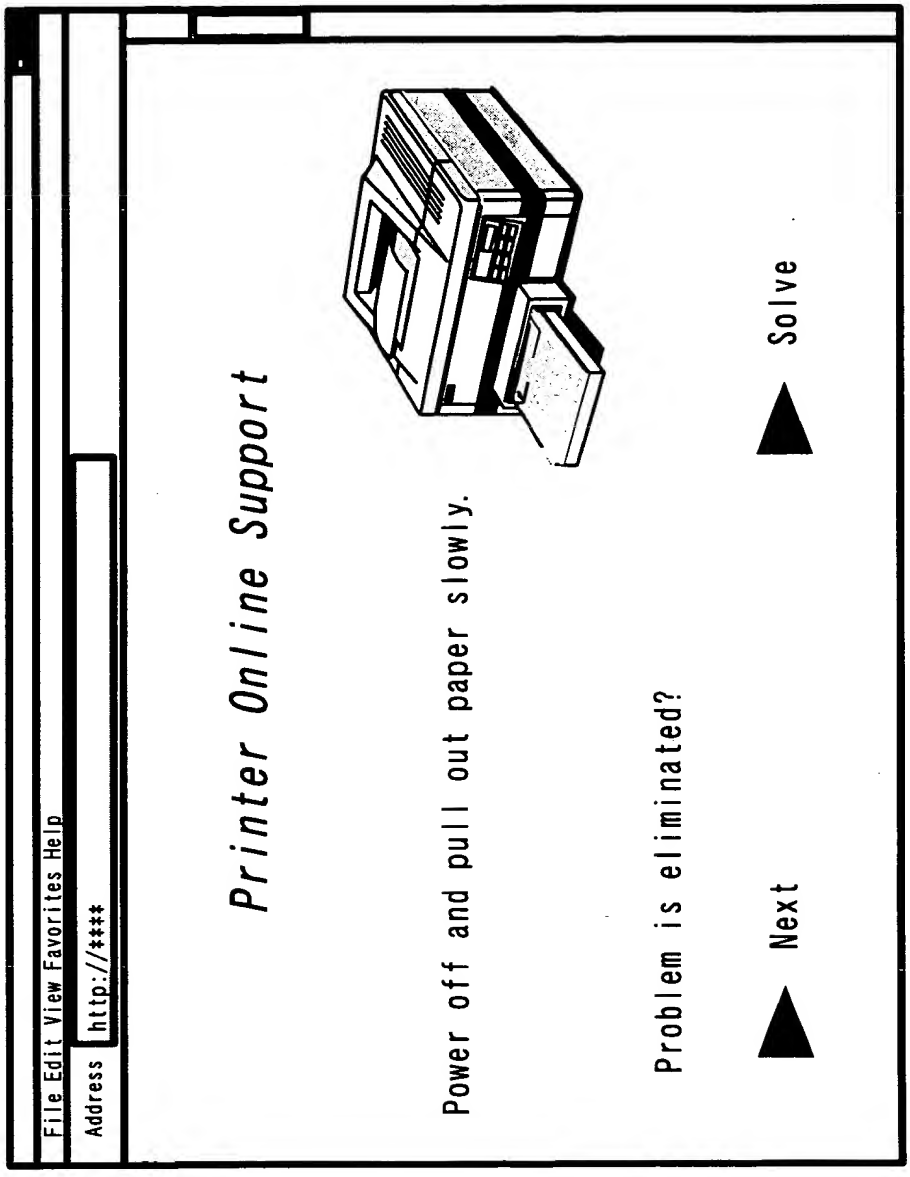

File Edit View Favorites Help
Address http://****
Printer Online Support
Power off and pull out paper slowly.
Problem is eliminated?
Next
Solve

Fig. 7

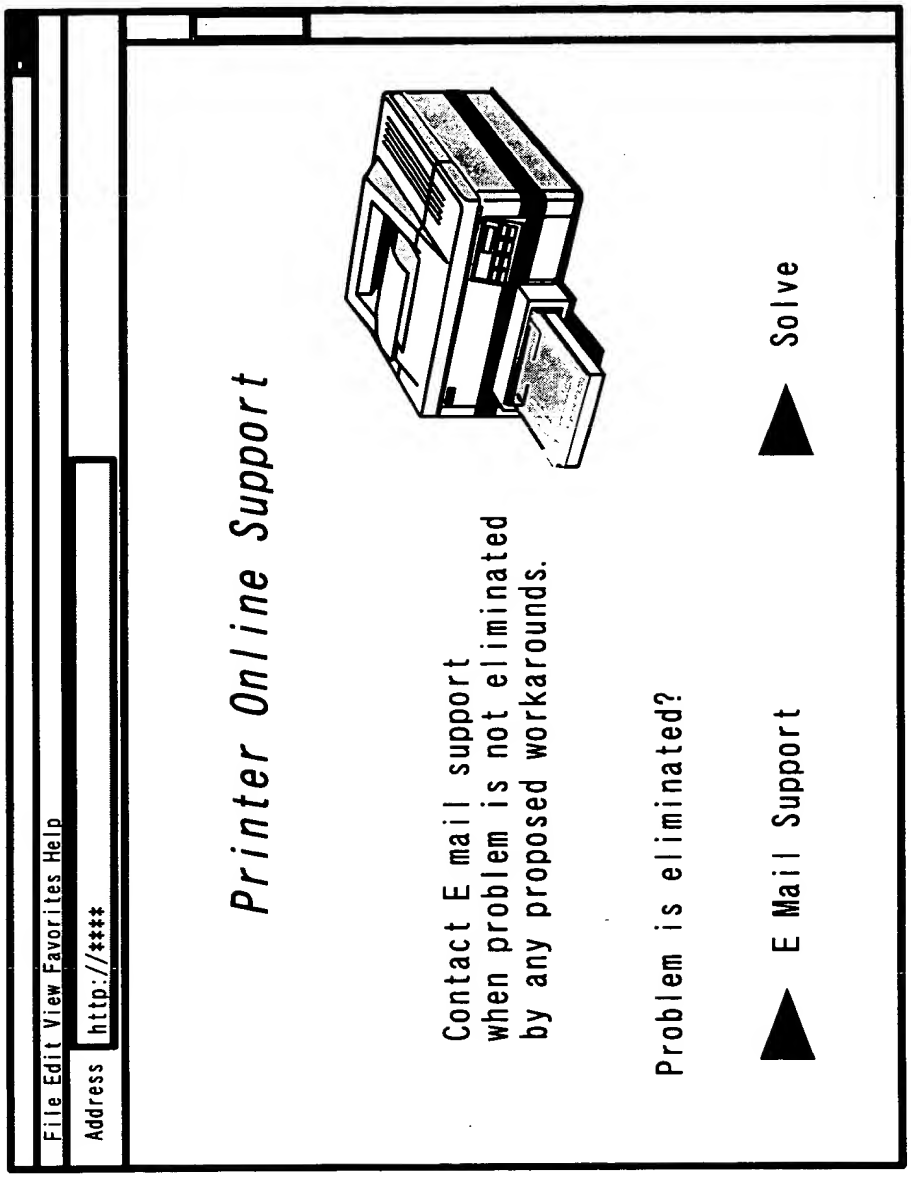

File Edit View Favorites Help
Address http://####
Printer Online Support
Contact E mail support
when problem is not eliminated
by any proposed workarounds.
Problem is eliminated?
E Mail Support
Solve

Fig. 8

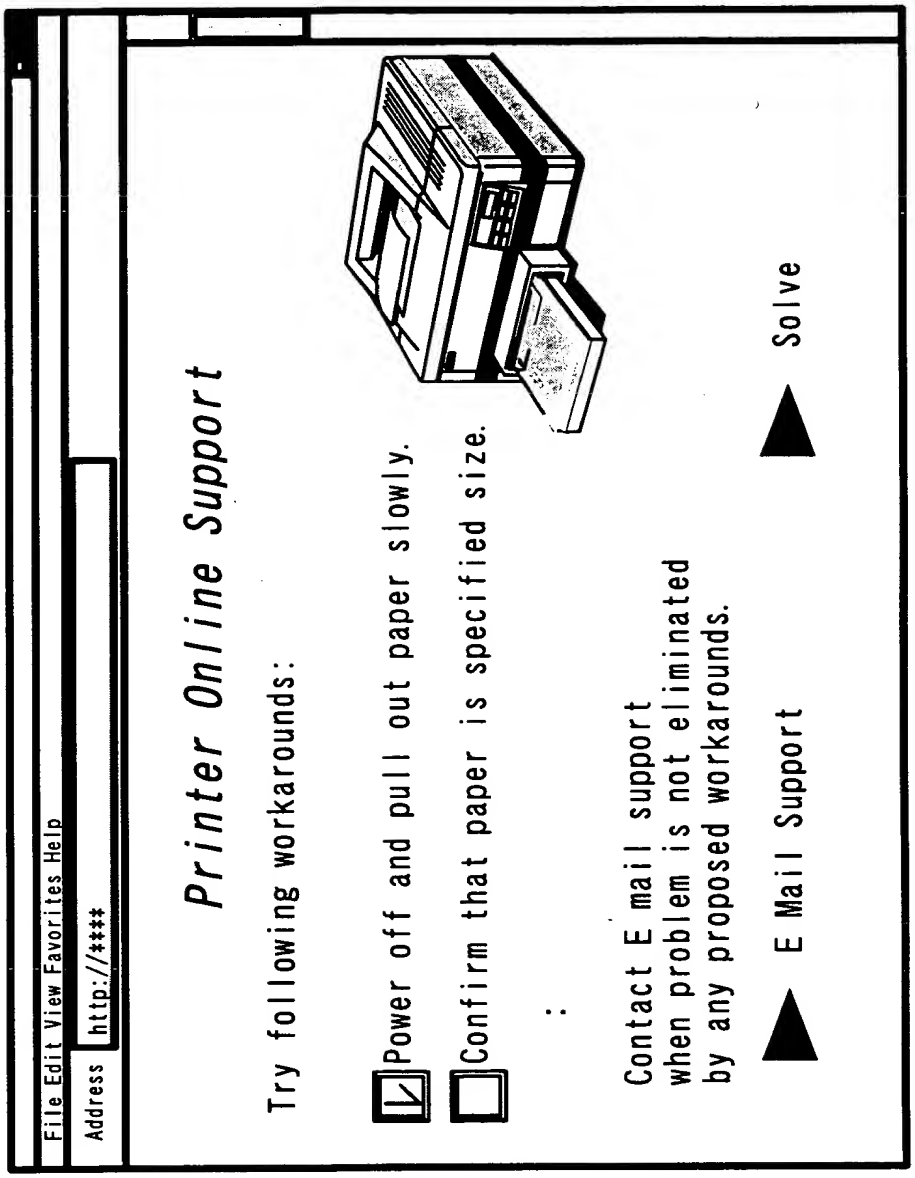

File Edit View Favorites Help
Address http://####
Printer Online Support
Try following workarounds:
Power off and pull out paper slowly.
Confirm that paper is specified size.
:
Contact E mail support
when problem is not eliminated
by any proposed workarounds.
E Mail Support
Solve

Fig. 9

Fig. 10

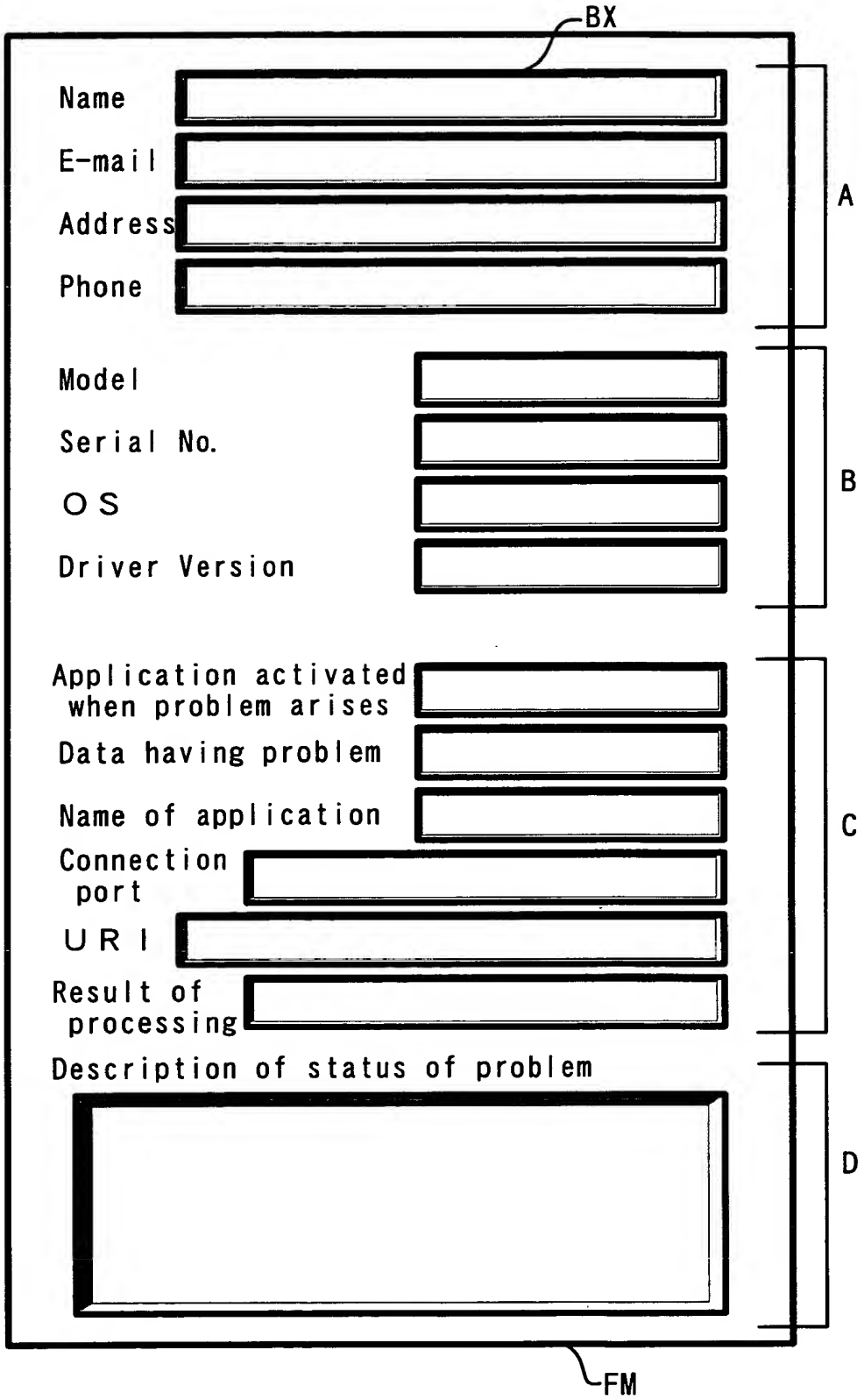
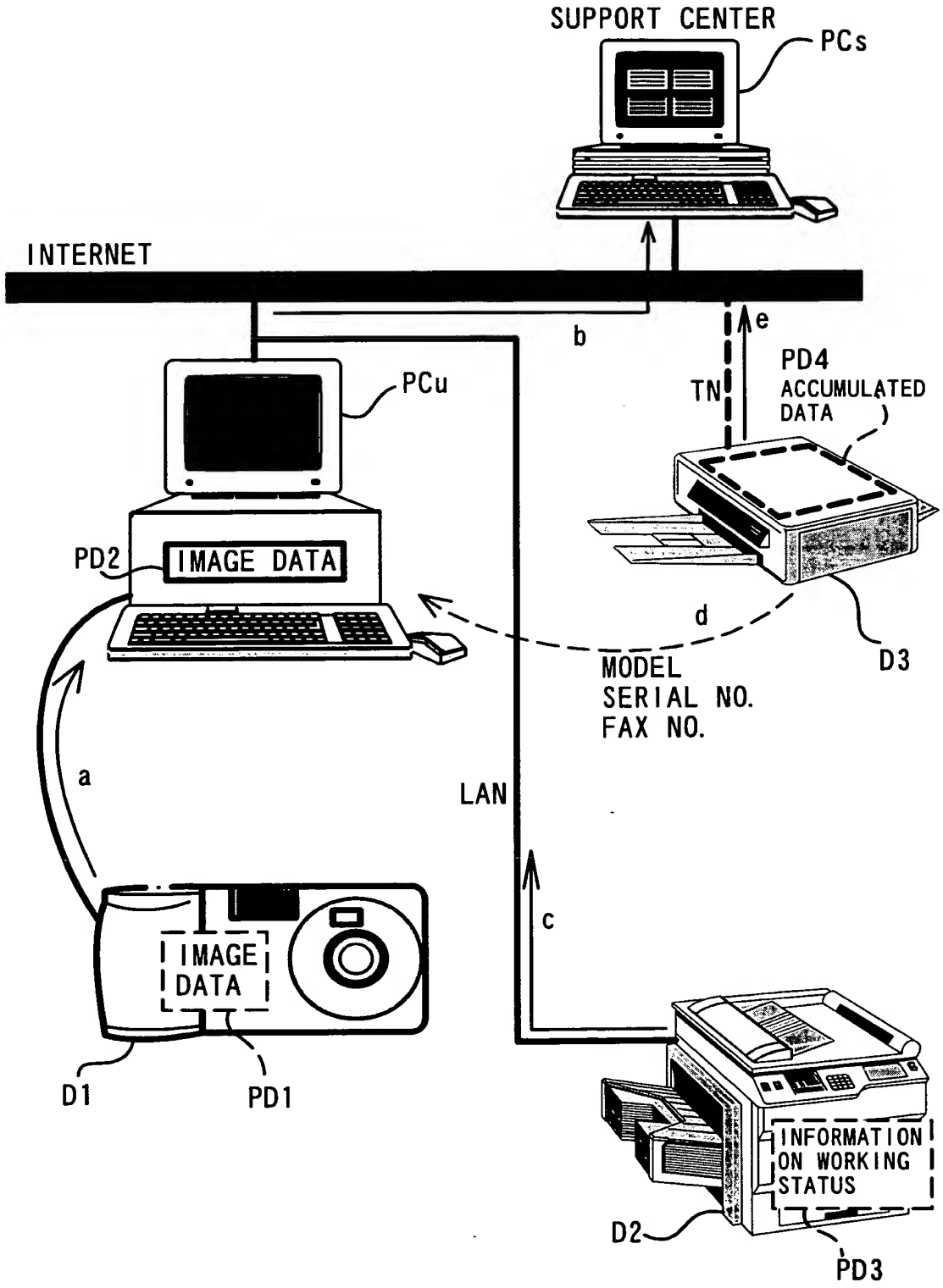

BX
Name
E-mail
Address
Phone
A
Model
Serial No.
OS
Driver Version
B
Application activated when problem arises
Data having problem
Name of application
Connection port
URI
Result of processing
C
Description of status of problem
D
FM

Fig. 11


SUPPORT CENTER
PCs
INTERNET
b
e
PD4
ACCUMULATED DATA
TN
PCu
PD2
IMAGE DATA
d
D3
MODEL
SERIAL NO.
FAX NO.
a
LAN
c
IMAGE DATA
D1
PD1
INFORMATION ON WORKING STATUS
D2
PD3